

Streamlining Staff Management

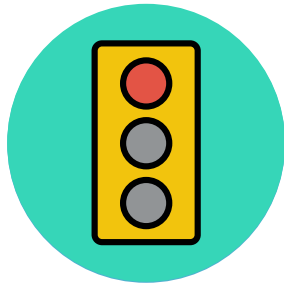
Leveraging Technology to Manage Part-time, Mobile, and Temporary Workers

To state the obvious, today's organisations, regardless of industry, rely on IT to manage business processes more than ever before. But this has become especially true regarding workforce management (WFM) and the technology solutions used to manage its key processes. The current paradigm for WFM solutions is to collect information about workforce activities and produce a simple analysis. This has helped management but doesn't go far enough.

Code Red

The problem with the previous WFM paradigm is that there are many good things that happen in a large workforce. Many employees arrive on time. Many tasks are completed well.

But without sounding too pessimistic, management should be more interested in the things that go wrong, not the things that go right!



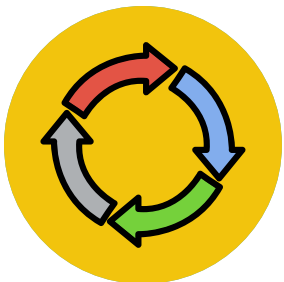
Even better, management needs to know what is about to go wrong. The other way around is too late! Organisations need more than just reactive reporting. They need proactive alerting. We believe that the role of modern staff management solutions is to anticipate impending problems and push information to the right

person in advance to avoid problems.

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The Staff Management Lifecycle

The information technology revolution has worked its way into virtually every nook and cranny of even the most laggard companies and business process. In so doing, it's had as significant impact on humanity as the invention of the printing press. The same way our understanding of knowledge and truth changed Gutenberg's innovation, so does our understanding of staff management and its itinerant processes.



That's why we believe that a holistic approach to WFM is so important, regardless of industry or company size. That is, the recruitment process feeds seamlessly into the onboarding process, followed by the preparation of employees to work by training, followed by scheduling, monitoring performance and finally financial processes such as payroll.

All elements, processes, and expenses related to staff should also fit into the staff management solution, enabling organisations to easily

tie back costs, budgets, invoices, and more to their staff processes and cost centres. As well, all functions should be monitored and available via reports, dashboards, and audits.

Saying that you should view these processes holistically is one thing, but actually managing them that way is another. Due to restrictions in computing power in the past and outdated management mentalities, many of these activities were dealt with in silos. For example, too often, we still see companies where the payroll system is isolated from the scheduling and attendance systems despite the fact that is obvious that the basis of payroll is the associated schedule combined with actual time and attendance.

It's time for WFM to change to reflect the new reality.

Double Trouble



Thinking of WFM as something that manages a lifecycle and not merely a single process necessitates the design of a “no double entry” policy: once information is input into the system, it should never need to be input again. Introducing information is a risky process, which exposes the data to errors, especially if the information is manually keyed in. It is also expensive and time-consuming.

By unifying the key aspects of WFM, it is possible to eliminate double data entry entirely. For example, a request for time off due to sickness via the scheduling solution can be automatically fed into the HR record, which will monitor the number of sick days taken that year, and then will be sent to the payroll department to pay sick leave, to the Operations department to alert on being short staffed and the safety department if relevant, and so on throughout the organisation.

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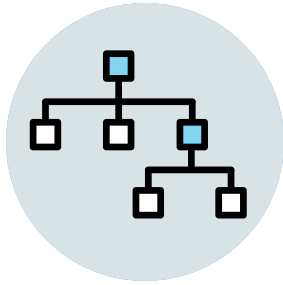
Automate Workflows

All things considered, however, the most basic function of a staff management system is to automate the



manual processes required to manage your staff, freeing the workforce and their management to focus on higher-value tasks. For example, when scheduling shifts, managers typically pore through reams of historical data before arriving at the desired schedule. Modern scheduling solutions can perform most or all of these manual checks, saving time and brainpower. Similarly, the amount of manual steps required to calculate and confirm hours worked for temporary or part-time employees in order to process payroll can take up as much of a third of management's time.

Improve Management Processes



workforce to work from home more often, thus saving the client on office space. Actual management processes and policy changed as a result!

Not only can technology help prevent human errors by introducing rules and checks throughout the process, but it can also refine existing management behavior. With access to more and better information and eliminating many manual processes, a WFM solution should actually change the management processes. For example, a recent Sirenum client was able to monitor the productivity of employees in real-time and receive warnings to alert productivity dropped

“The ability to drill into complex processes and achieve clarity quickly and easily opens managers’ minds to identify and address problems they did not dare before.”

Think Different(ly)

In our customer base, we find that when the accessibility of information is internalised by management, they typically change not just the



way they act, but also how

way they think. The ability to drill into complex processes and achieve clarity quickly and easily opens their minds to identify and address problems they did not dare before.

Think about how you perceived distances before and after you had access to an automobile—the whole way you thought about your neighborhood changed once you were able to move with the ease and comfort of a car. This is analogous to how managers should think about their business when they are able to achieve clarity on what is actually going on with their staff.

While not all managers manage to enjoy this change of perspective as well as others, we believe it should be the aspiration of any staff management solution to drive deep change in mentality rather than merely automating certain processes.

More Informed Decisions

The role of WFM solutions extends beyond mere automation and mentality shifts—the best ones also empower users to make more informed decisions. With any sizable workforce, the number of events is so high that management can only get a small feel for what is going on. Even the best managers can only perform sampling and then make decisions on incomplete and likely distorted information.

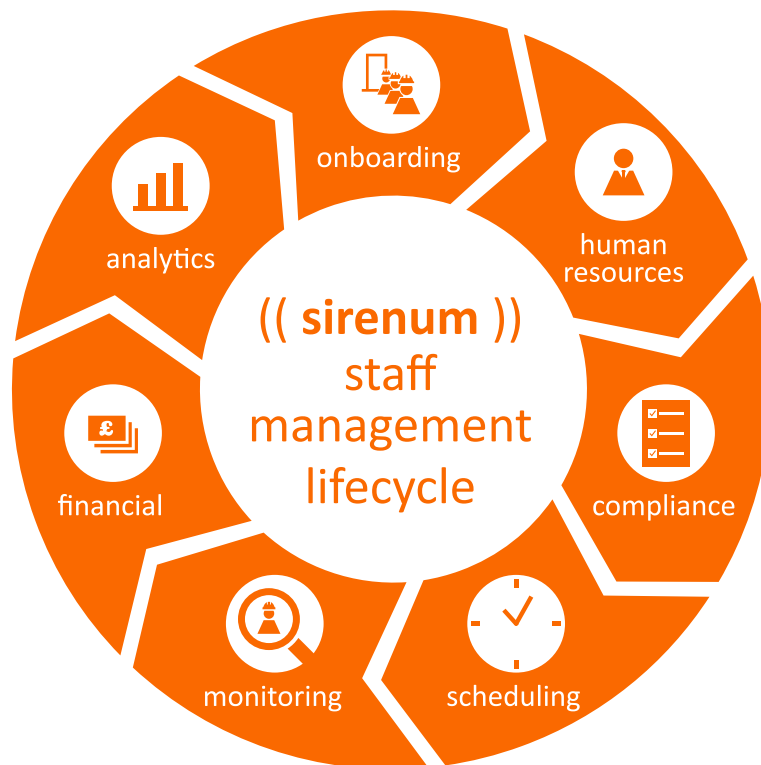
For example, schedule managers typically rely primarily on memory,



which naturally introduces biases around tried-and-true scheduling combinations. However, our research has shown that the best scheduling solutions increase the creativity, flexibility, and agility of the schedule by making more relevant information more easily accessible. But it's also important to realise that the best solutions still leverage existing institutional knowledge. We therefore believe the best WFM solution should empower management to make more informed decisions but should fall short of fully automating those decisions.

The Sirenum Staff Management Lifecycle

Whether you're a recruiting agency looking to optimise operations, a transport organisation trying to reduce risk, a construction firm looking to more easily prepare payroll, or a retail outlet seeking to simplify scheduling, Sirenum helps organisations in many sectors gain efficiencies across the entire staff management lifecycle.



To learn more about Sirenum solutions for staff management, please visit **www.sirenum.com/solutions**.